




MiScorecard Performance Summary								
Business Unit:		Michigan Gaming Control Board			Green			
Executive/Director Name:		Richard Kalm			Yellow			
Reporting Period:		Dec 2017			Red			
					Date Approved: 1/12/2018			
Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
Customer/Constituent								
C-4-AD	Percentage of Indian Gaming audit/inspection plans completed	Green		100.00%	92.89% Oct 1 - Dec 31, 2017	88.89%	Quarterly	Audit and inspection plans help to provide for the efficient and effective oversight of the Tribal-State Class III Compacts. Calendar Year 2017 audit/inspections plans includes the completion of 12 net wins fiscal years audited and 6 compliance audits.
C-6-AD	All first time offenders of the DPL who agree to participate in the Diversion Program will be mailed enrollment packets within established timeframes	Green		100.00%	100.00% Oct 1 - Dec 31, 2017	100.00%	Quarterly	The Disassociated Persons List (DPL) program is required by the Michigan Gaming Control and Revenue Act and is intended to help those who believe they have a gambling problem. First time violators of the DPL are guilty of trespassing and subject to jail time and/or a fine. All first time offenders of the DPL who agree to participate in the Diversion Program will receive treatment for their gambling problem. Enrollment packets will be mailed to individuals eligible for the Diversion Program within 3 business days of receiving notification from the Attorney General's Office.
C-7-AD	Complete Requests for Information (RFI) from other gaming jurisdictions within established timeframes	Green		95.00%	100.00% Dec 1 - Dec 31, 2017	100.00%	Monthly	MGCB receives requests for licensee suitability from other gaming jurisdictions and law enforcement agencies with the understanding that MGCB will issue a response. The response is provided in the spirit of cooperation between law enforcement agencies and with the understanding that no information shall be disclosed to any other agency, entity or individual; or utilized in any court of law, administrative hearing, or other forum without prior written consent of MGCB. MGCB will issue a written response within 10 business days.
Financial								
F-1-CAE	Review of Daily Tax Returns within established timeframes.	Green		90.00%	100.00% Dec 1 - Dec 31, 2017	100.00%	Monthly	Review of daily tax returns ensures the proper amount of revenue is reported and the correct amount of taxes are paid by the three Detroit casinos. The State receives a 8.1% wagering tax on the adjusted gross revenue. All daily tax returns for all 3 Detroit casinos will be reviewed within 2 business days of receipt.
F-3-AD	Verification of the amount of wagering tax paid by the three Detroit Casinos.	Green		100.00%	100.00% Dec 1 - Dec 31, 2017	100.00%	Monthly	The Detroit Casinos pay the State a 8.1% wagering tax on a daily basis. MGCB will verify the amount of wagering tax paid by the Detroit Casinos equals the amount due.
Internal Business Process								
P-1-LI	Supplemental and one-year renewal investigations of suppliers and vendors completed within established timeframes	Green		85.00%	87.50% Oct 1 - Dec 31, 2017	100.00%	Quarterly	Supplemental and one-year renewal investigations streamlined to ensure the Investigation Section completes investigations within 60 days.
P-5-CAE	Completion of a predetermined percentage of Field Verifications (FVs) of Electronic Gaming Devices (EGDs).	Green		85.00%	100.00% Dec 1 - Dec 31, 2017	100.00%	Monthly	Electronic testing of Electronic Gaming Devices (EGDs) completed to ensure installed media is approved by the MGCB. Electronic testing of 10% of all EGDs at each Detroit casino will be completed each year.
P-6-CAE	Completion of a predetermined number of Monitoring Inspections (MIs).	Green		85.00%	100.00% Dec 1 - Dec 31, 2017	100.00%	Monthly	A systematic observation, review, or test of a casino operational activity to ensure compliance with the Michigan Gaming Control and Revenue Act, Administrative Rules or internal controls. The number of Monitoring Inspections (MIs) is determined by the number of enforcement regulation officers available. The compliance managers will provide the number of MIs to be completed each month of calendar year 2017.
P-7-LAGR	Software and hardware submission evaluations completed within established timeframes.	Green		100.00%	100.00% Dec 1 - Dec 31, 2017	100.00%	Monthly	Software and hardware for electronic gaming devices have to be evaluated by the gaming lab prior to being placed onto the gaming floor in the Detroit casinos. Software and hardware submissions will be completed within 13 weeks from the time the submission is received.
P-8-CAE	Completion of an established number of compliance audits per year.	Green		90.00%	100.00% Oct 1 - Dec 31, 2017	83.33%	Quarterly	Compliance audits ensure casino operations comply with regulatory requirements. Conduct 9 compliance audits of the three Detroit casino gaming operations in 2017. 33% of the compliance audits will be completed by June 30, 2017, 67% by September 30, 2017, and 100% by December 31, 2017.
P-10-LI	Criminal Investigations completed within established timeframes	Green		75.00%	100.00% Dec 1 - Dec 31, 2017	69.23%	Monthly	Criminal investigations will be completed within 60 days of the assignment.
P-12-AD	Document processing completed within established timeframes.	Green		97.00%	99.87% Dec 1 - Dec 31, 2017	99.50%	Monthly	Implement and maintain a system for electronic and manual records management. The entire records management process will be completed within 3 business days of receipt of the documents.
P-14-LI	Initial and 5 year renewal investigations to be completed within established timeframes.	Green		85.00%	100.00% Oct 1 - Dec 31, 2017	91.67%	Quarterly	Supplemental investigations involving new qualifying individuals or qualifying business (Qualifiers) will be streamlined to ensure the Licensing and Regulation Division completes the investigation within 60 days, plus 3 additional investigative days for each additional new Qualifier, from the date of assignment. The completion percentage will be 85%.
P-28-LAGR	Completion of predetermined percentage alcohol testing of live horse racing drivers per month	Green		65.00%	100.00% Dec 1 - Dec 31, 2017	100.00%	Monthly	Alcohol testing helps to ensure fair and safe horse racing for the participants and spectators. Alcohol testing will be completed for 65% of the drivers/jockeys who participate in live horse race dates in 2017.
P-29-LI	Conduct on-site inspections within established time frames	Green		90.00%	91.25% Dec 1 - Dec 31, 2017	91.25%	Monthly	The Investigations Section will conduct 80 on-site inspections per month of charities that conduct charitable gaming millionaire party events to determine compliance with the Bingo Act and Administrative Rules.
P-30-LI	Assign a specified number of post inspections per month	Green		80.00%	100.00% Oct 1 - Dec 31, 2017	108.33%	Quarterly	The Investigations Section Manager will assign 60 post-event inspections per month.

P-31-LI	Complete post-event inspections within the established timeframes	Green		80.00%	93.75% Oct 1 - Dec 31, 2017	99.32%	Quarterly	Post-event inspections will be completed by the Regulation Officer (RO) within 60 days of the assignment. A post-event inspection is an audit of a charitable organization's financial and millionaire party event records to ensure compliance with the Bingo Act and Administrative Rules and is considered complete when the RO submits their report to the manager for review.
P-32-LI	Vendor applications will be processed and submitted to management for final approval within established timeframes.	Green		80.00%	82.61% Oct 1 - Dec 31, 2017	95.45%	Quarterly	Vendor applications, excluding those involving derogatory information, will be processed, peer reviewed, supervisor reviewed and submitted for management review and approval within 30 days of the assignment.
P-33-CAE	Issue a 30-day letter to applicants within the established timeframe	Green		85.00%	85.11% Dec 1 - Dec 31, 2017	96.43%	Monthly	For each applicant that requires a 30-day letter, it must be written and forwarded for mailing within 7 business days of the regulation officer's assignment date.
P-34-LI	Millionaire Party Event Applications will be issued within the established timeframe	Green		80.00%	90.36% Oct 1 - Dec 31, 2017	81.39%	Quarterly	Millionaire Party Event Applications received at least 6 weeks prior to the event start date will be issued (if approved) no later than 30 days prior to the event start date.
Learning and Growth								
L-27-EE	Conduct a training session at one all-agency meeting.	Green		100.00%	100.00% Oct 1 - Dec 31, 2017		CY Annually	Incorporate a training session into one all-agency meeting. A course on the Myers-Briggs Type Indicator, which focuses on understanding personality types and communication styles to improve interpersonal communication, is strongly recommended. Other options include, without limitation, motivational speakers and seminars on communication, teamwork, and career development.
L-28-EE	Good Government updates will be provided to all staff on a quarterly basis.	Green		100.00%	100.00% Oct 1 - Dec 31, 2017		Quarterly	Beginning 10/1/2017, provide quarterly updates to all staff on the employee engagement action plan, MGCB strategic plan, and other good government initiatives. Include real-world example to illustrate how the agency and its employees benefit from these projects. Updates will be communicated in the agency's employee newsletter and should be concise and should include references or links to assist interested readers in locating additional information.
L-29-EE	Create and make available a Career Development Plan template and instructions.	Green		100.00%	100.00% Oct 1 - Dec 31, 2017		CY Annually	Create a Career Development Plan template and instructions for the establishment of a Career Development Plan. Employees will be given the option to complete a Career Development Plan annually, at the time of their annual performance review.
L-30-EE	Expand the SME List to include all agency functions and a list of skills by section.	Green		100.00%	100.00% Oct 1 - Dec 31, 2017		CY Annually	Solicit input from all sections regarding their primary functions, skills, specialized knowledge, and areas of expertise. Expand the SME List to ensure that it encompasses all agency functions. Include a list of skills for each section that can be used as a talent database when forming committees and assigning projects. Communicate revisions to the SME List and encourage open communication between employees.
L-31-EE	Modify mentoring program to incorporate short-term options.	Green		100.00%	100.00% Oct 1 - Dec 31, 2017		CY Annually	Modify the mentoring program – including structure, applications, instructions, and materials – to incorporate the following shorter-term options: •One-on-One Mentoring Partnership: Allow applicants to request a partnership term of 3 months, 6 months, or 1 year. Regardless of term, all participants will attend orientation at the beginning of the program year and will be invited to attend the mid-year and year-end meetings. •Group Training/Development Programs: The Action Planning Committee will communicate ideas for improvement to the Mentoring Program Coordinator/Committee.
L-32-EE	Implement and communicate mechanisms for collecting anonymous employee feedback.	Green		100.00%	100.00% Oct 1 - Dec 31, 2017		CY Annually	Implement mechanisms for employees to provide ongoing anonymous feedback to be reviewed by departmental leadership on a quarterly basis. Options include, without limitation, an anonymous web form on the MGCB Intranet (accessible only to MGCB employees), suggestion boxes installed in all MGCB offices, and/or an open-ended, anonymous survey conducted via SurveyMonkey. Communicate mechanisms with agency staff and encourage all employees to share their thoughts and concerns with departmental leadership.
L-33-EE	The HR office will review and make a recommendation for a new Performance Review system to the MGCB department leadership. If approved, the HR office will develop an implementation plan, including training, for execution the next fiscal year.	Green		100.00%	100.00% Oct 1 - Dec 31, 2017		CY Annually	MGCB will explore a new employee performance system to allow employees to perform a self-evaluation and collect the input of others (peers, direct reports, team leaders, temporary supervisors, etc.) to provide feedback along with the employee's supervisor/manager.
Good Government								
GG2	The percentage of champions identified in employee survey.	Green		75.00%	70.00% Feb 28 2017 - present	69.00%	CY Annually	The % of champions identified in the statewide survey of state employees measuring employee engagement.